

Dear Ms. Schmeling,
Members of the Jefferson County Board,
Mr. Petre,
Other Interested Parties:

Thank you for this opportunity to present to you the 2008 annual report of the Jefferson County Child Support Enforcement Agency.

The final case count on December 31, 2008, showed that the Jefferson County Child Support Agency is providing full services to 3,645 families in our county. We also provide partial services in the form of monitoring and adjusting financial records for another 1,300 family law case participants who do not apply for IV-D services. The Jefferson County child support team conducts our program operations to provide a reliable source of income for the families of Jefferson County. Secondarily, we also collect some of the reimbursable welfare expenditures required by federal policy and law. \$14,214,017.44 in total collections passed through the Trust Fund to the Jefferson County families in 2008.

The child support team continues to be successful in maintaining our high standards in the five areas that are measured for program performance: Paternity Establishment, Court Order Establishment, Current Support Collections, Health Insurance Establishment, and Arrears Cases with Collections. We work together to offer a family-first program, helping to ensure families' self-sufficiency by making child support a more reliable source of income.

The continued support and interest of this County Board of Supervisors and Mr. Petre is deeply appreciated. Through our united efforts we strive to meet our commitments to the children and families of Jefferson County.

Sincerely,

Elaine E. Richmond

JEFFERSON COUNTY CHILD SUPPORT AGENCY

STAFF LISTING

ATTORNEYS

Elaine E. Richmond, Director Thomas E. Antholine

CHILD SUPPORT SUPERVISOR

Stacee Schuck

CHILD SUPPORT SPECIALISTS

Maria Nicholson, Enforcement
Jennifer Zink, Enforcement
Kathie Orval, Paternity/Enforcement
Tammy Tomczak, Paternity/Enforcement
Carolyn Swart, Financial
Kristie Dorn, Financial

CHILD SUPPORT LEGAL ASSISTANTS

Laura Danielson, Enforcement Denise Skelly, Paternity/Enforcement Sandy Gardner, Paternity/Enforcement

CHILD SERVICE COORDINATOR

Dale Talamantes

PROGRAM REPORT FOR 2008

ADMINISTRATION OF THE CHILD SUPPORT PROGRAM

The nationwide child support enforcement program was created in 1975 by Title IV, Section D of the Social Security Act. The program, often referred to as the 'IV-D Program" is designed to establish paternity for children born outside of an intact marriage, and to establish and enforce child support and health insurance obligations for the many children who do not live with both of their parents.

To receive IV-D program services, a parent must either be referred by another agency providing some type of public assistance or they fill out an application form and pay a one-time \$25 fee for services. A new fee was imposed on the payees in 2008 that collects \$25 one time annually after they have received their first \$500 of collections for the calendar year. As a IV-D case participant they are offered a wide variety of services to assist them in receiving the child support to which they are entitled through judicial and administrative process. These include but are not limited to data matches with other agencies for tax intercept, lien docket and locate activities. New legislation also increased the Receipt and Disbursing fee from \$35 to \$65 annually paid by the obligor. The new cost to payees and increased cost to payers was imposed in some effort to help mitigate the \$7 million plus cost of administering the Wisconsin Trust Fund.

A typical non IV-D case is one in which parents or alternative caretakers have accomplished the establishment of paternity or child and spousal maintenance through pro-se or private legal proceedings. They manage their own legal proceedings and do not apply for IV-D services. The IV-D agency is required to monitor and maintain their fiscal records but the cost of doing so is not reimbursed by a federal funding match. The program is required to tabulate the time spent to keep these records and may not submit the expenses of working on non IV-D cases for federal reimbursement.

The Wisconsin IV-D program is a state-administered and county operated program. A major reorganization of state agencies resulted in the Bureau of Child Support being moved to the new Division of Family and Economic Security under the new Department of Children and Families. (DCF/DFES/BCS) is responsible for the overall administration of the program. At the local level, 71 county and 3 tribal child support agencies operate in accordance with the provisions of a state and county contract, state and federal laws, administrative rules, and federal regulations

governing child support establishment and enforcement.

IV-D program funding comes from a variety of sources. At the county level, a mixture of federal, state, and county revenues support the IV-D Program. Generally, federal financial participation, as a primary source of federal and state revenues, is available for necessary and reasonable expenditures of the IV-D Program. The federal financial participation rate is 66% of every dollar claimed by a county for most expenses in the program. The county contributes the remaining 34% through other county funding or other state and federal revenues.

During all of 2008, we continued to join with other counties in Wisconsin to personally visit, call and e-mail Wisconsin's federal legislators and others in Washington D.C. who could restore the funding cuts imposed by the Deficit Reduction Act of 2005. Note: ** As part of the American Recovery & Reinvestment Act (ARRA) of 2009, signed into law in February, 2009, this funding is being restored for the Federal Fiscal Years of October 1, 2008 through September 30, 2010.

We were all well reminded of our ethical responsibilities to protect the information that we may access about our case participants during the Presidential campaign. The Ohio IV-D Director was given unpaid leave for four weeks for doing a query into their state program records on "Joe the Plumber".

Like all Wisconsin county child support agencies, Jefferson County works directly with families to establish paternity, establish and enforce child support, obtain health insurance, and to provide the program's core services. These services include but are not limited to a significant number of judicial enforcement proceedings, tax intercept, lien account seizures, new hire reporting, credit bureau reporting, and license suspension.

Jefferson County Child Support Agency enters into cooperative agreements with other county agencies or service providers to administer the program. These providers include Clerk of Courts, Corporate Counsel, Family Court Commissioner, the Sheriff's Department and the Office of District Attorney. They regularly submit the costs they incur for their departments to provide services on behalf of the Child Support Enforcement program and receive reimbursement for a pre-determined portion of their expense.

We use purchase of service agreements to provide interpreters for paternity interviews, service of documents and to answer a phone service in Spanish. We significantly decreased (by one-third) the cost of this in-office service this past year but have no explanation for this trend. The cost of interpreter fees in the child support budget does not include the cost of interpretation for court proceedings which is covered in the Clerk of Courts budget.

We also use purchase of service agreements for a few necessary contracts with private bar members to perform legal services on behalf of the agency. These purchases are used to provide the required legal services when the agency attorneys have a conflict of interest with the case participants or we may be scheduled for multiple appearances that we cannot cover. All of these purchased service expenditures are federally reimbursed at the regular program rate of 66%.

2008 budgeted reimbursements to the cooperative agencies in Jefferson County were as follows:

Family Court Commissioner	\$ 9366.36
---------------------------	------------

Clerk of Court \$40,342.01

Sheriff's Department \$6,985.70

District Attorney \$1037.78

Corporation Counsel \$146.53

During 2008, the Child Support Agency scheduled regular block times on the Family Court Commissioners calendars for three (3) half-days of hearing time each week for enforcement matters plus a fourth half-day 2 times each month for paternity hearings.

The Child Support attorneys also appeared in front of the Family Court Commissioners for hearings scheduled outside the block times and for trials or other Circuit Court proceedings. We provide legal services to those case participants who have been referred because they are receiving public assistance or if they have paid an application fee and completed a request for our services.

In all, the Child Support Attorneys appeared some 1209 times on behalf of the state in proceedings scheduled before the Family Court Commissioners in 2008. More than half of these hearings were in the nature of contempt proceedings brought against child support obligors who are not paying their support. Order to Show Cause/Contempt actions continue to be an important tool for enforcing child support orders in Jefferson County. (See Attachment: Child Support Hearings in 2008.)

In addition to the court hearings, office appointments are scheduled with specialists and attorneys to gather information or reach stipulated agreements in many of our paternity and enforcement matters. An estimated two-thirds of the paternity matters filed either through Voluntary Paternity Acknowledgements or as Motions to Establish Paternity are resolved by stipulated agreements in the office with the help of the Paternity Specialists and Attorneys.

In accordance with Federal guidelines we review child support orders of participants who are receiving assistance every three years. Although many payers are able to increase the amount of their earnings and therefore the amount of support for their children, other orders may be decreased or suspended for a variety of reasons. A significant number of payers in our community continue to experience layoffs, cutbacks in hours, loss of higher paying jobs, or incarceration. These conditions are most likely to cause a lowering of amounts in their child support orders. More and more frequently in the past year the parties have agreed to temporary suspension of child support payments while payers search for new jobs.

A major change in the review and adjust process that requires parties not receiving public assistance to seek modification of their orders through the pro-se process was implemented during 2007. The pro se service is made available by offering forms to the case participants available at the Clerk of Courts office. The forms include very thorough instructions to help participants complete them and get a hearing date for an appearance in front of the Family Court Commissioner. Nevertheless, many still have problems completing the forms so that the court will understand what they are seeking.

Because Jefferson County does not have a pro-bono program where volunteer lawyers or legal advocates might help case participants fill out their forms the Child Support Agency frequently receives the pro-se agreements that are incomplete or incorrect. In an attempt to reduce the number of times that forms are returned to the parties for corrections or completions, or in the alternative set on for hearings in front of the Family Court Commissioners, the Child Support Attorneys and Specialists are designating two afternoons per week when they will review the documents and provide help as needed.

The parties may obtain a copy of their payment record at no cost from a statewide web site that is particularly aimed at consumer services for child support payers and payees.

As in previous years, the agency qualified for some additional funds as a

result of overall performances by the state in Federal Fiscal Year 2007. We sought and received permission to use this funding primarily to pay overtime costs to keep up our performance numbers in a year that was remarkable for the numerous long-term absences of several staff members for individual and family medical problems.

DOCUMENT IMAGING

We completed a second year with Stellant software and expanded our use of Integrated Imaging to perform document imaging and storage. We started scanning court orders in March, 2007 by setting up one scanner inside the child support office and one in Room 205 which is the room used for the majority of the child support hearings. Those orders made by the Family Court Commissioner conducting hearings in Room 205 are scanned as soon as they are signed and distributed to the case participants. The orders made by the Family Court Commissioner conducting hearings held in Room 220 or from the Circuit Court branches are scanned by the attorneys as they return to the child support office. Child Support and Spousal Maintenance Orders that come into the office from external sources such as mail or hand-delivered documents from private law offices are scanned on a daily basis inside the child support office.

The new scanning process has proven to be a valuable time-saving move that enables us to get the court orders out to employers as withholding orders in a one to two day timeline. The faster transmittal of withholding orders to employers benefits the case parties by getting payroll withdrawals started immediately. The end result is that payers get the right amounts of child support withheld from their paychecks soon after the order is made. With timely withholding, the financial specialists have fewer adjustments to do to reconcile records that are overpaid or underpaid.

Phase II of the scanning operation was started in 2008 when we were able to install our new computers which had to be loaded with Vista programming and the Stellant software used for imaging. We began scanning our paper files in July of 2008. For those cases that are being scanned we retain only a small portion of the papers that were previously kept in our paper files. We have reduced the amount of paper that we must store in paper files by more than half.

The Phase II scanning project is a major undertaking and too labor intensive to do anything except go forward from the date that we start. In spite of the prospect of not being able to scan older records, we expect the increasing ability to access most file documents on line will be a real time saver. The secondary benefits of scanning are that we decrease our need for storage

space, save time when we do not have to pull paper files to take to court, and can conduct most interactions with case participants by pulling up the information on our computers.

KIDS INFORMATION DATA SYSTEM

The Kids Information Data System (KIDS) automates child support services and payments throughout Wisconsin. It provides an automated case management and financial management structure that the counties can use to establish, modify or enforce child support orders. Information is retrieved from data matches with other Wisconsin agencies such as Department of Transportation, Department of Natural Resources, Department of Revenue, as well as from financial institutions, and Employer New Hire Reports. Some or all of these resources are used to get locate information, to track payments and/or delinquency amounts, and to discover assets that may be available for child support.

In addition to all of the automated enforcement tools provided by KIDS, the system continues to produce enormous numbers of documents used to administer the program. The child support program produces some 5,700,000 documents statewide annually. Approximately 1,800,000 of these are printed and mailed from the county agencies. An estimated 150,000 documents are generated by our local county staff.

Postage costs have continued to climb upward over the past several years and constitute a significant portion of our annual budget. Our efforts to contain these postage costs were more successful this year as we held the actual costs to about 90% of the budgeted amount in the 2008 budget.

SUPPORT COLLECTIONS TRUST FUND

The federal Personal Responsibility and Work Reconciliation Act of 1996 (PRWORA) required states to provide a central payment processing facility.

The Wisconsin Support Collections Trust Fund (WI SCTF) operation processes child support collections at a central location in Milwaukee. The State Distribution Unit (SDU) collects and distributes nearly \$1 billion of IV-D child support payments each year. The SDU processes 98% of all payments within 24 hours.

The WI SCTF customer service information line is available to payers and payees 23 hours per day, seven days a week.

The Interactive Voice Response (IVR) will provide information on the two most recent collections to payers and the two most recent payments to payees. A metro line in Milwaukee or an 800 number from a touch tone phone outside of Milwaukee is available in English, Spanish and Hmong. Privacy concerns are met by use of a KIDS Personal Identification Number and then entry of the callers Social Security Number and Date of Birth to get connected to the payment record information.

Each child support agency is responsible to oversee operations of the individual accounts in the county. Our Financial Specialists monitor a "suspense report" daily to make adjustments and resolve conflicts of payment information so that the money flows smoothly from the support collection to the payments to parents. Although most collection and disbursement information is available to case participants through automated systems, they can get face to face help to resolve individual problems. Appointments may be scheduled with the financial support specialists to review the payment record when payers or payees believe there is an error in their record or have questions about the payments received from employers on their behalf.

Payment records are available through the WISCTF by direct request from case parties or their attorneys to help them prepare for procedures to establish, enforce or modify court orders.

Collections for all IV-D and non IV-D cases in Jefferson County increased from \$13,902,908.29 in 2007 to \$14,214,017.44. See attachment: 2008 Child Support Collections (IV-D and NIVD).

We are encouraged to see that our month by month collections were quite consistent throughout 2008. We continued our efforts from 2007 to work reports that helped us clean up or close non-productive cases. This is critical to the issue of performance because performance is based on the number or amount of collections in relation to the open cases and orders. See attachments on 2007-2008 Collection Comparisons.

Our child support office receipts money only in emergency situations such as payment of a purge to release a payer from jail. Case participants may get help at the customer service window to correctly fill out the coupons that must accompany any payment. On certain occasions we provide the stamped envelope to a payer and mail the payment to be sure that the money order is actually put in the mail at the time it is presented.

DEBIT CARD

Jefferson county has been participating in the debit card program since September, 2007. The move to electronic disbursements for most child support, maintenance and other support-related payments to custodial parents (hereinafter CPs) has worked out most of the problems that first existed. CPs are encouraged to sign up for direct deposit with their financial institutions but if they do not do so, they receive their child support payments on a Visa debit card. Their cards can be used in ATM machines to get cash or can be presented at many retail establishments to obtain goods. J P Morgan upgraded their services recently by issuing new cards to protect the users against fraud.

Although most of the payments are now processed through the debit card or by direct deposit, a county worker may enter a "check override" to authorize the issuance of paper checks. This method is used only when absolutely necessary for persons who have a protective payee, are incarcerated, or for those custodial parents who do not have a social security number or a verified U.S. address.

LIEN DOCKET

The Wisconsin Child Support Lien Docket, an administrative enforcement tool authorized under sec. 49.854 Wis. Stats., is used to record liens against obligors arising from unpaid child support. The lien docket includes the combined arrearage amounts for all Wisconsin court orders in which eligible arrearages meet or exceed the threshold of \$500. This includes arrearages to custodial parents, to foster care and kinship care, and old AFDC debts. Those payers listed on lien docket are sanctioned by use of a number of enforcement tools, including but not limited to driver and recreational license suspension, levies on financial accounts or real estate, or against personal property.

Unfavorable credit reports and passport denials are also employed as a means to encourage child support payers to take care of their obligations.

The total number of liens in full enforcement as of 12/31/08 for Jefferson County payers was 1,105. The dollar amount of unpaid past support and other eligible debts this represents is \$6,742,594.99.

Payers may avoid the loss of their driver's or recreational license if they contact the child support office and enter into an approved payment plan to remit their child support.

COUNTY PERFORMANCE

The child support contract between the Department of Workforce Development and local agencies specifies that certain funds will be awarded on a performance basis. The performance-based funding for 2008 was determined by the agency's performance level for the prior federal fiscal year in paternity establishment, collections in cases with orders, and court order establishment. Jefferson County received 98% of the available funds for our agency in the measured categories.

Jefferson County	112.23%
Statewide target	90.00%

Cases with Court Order:

Jefferson County	92.33%
Statewide target	80.00%

Jefferson	78.41%
Statewide target	80.00%

Jefferson	79.84%
Statewide target	80.00%

Total Collections	\$14,214,017.44
IV-D Collections only	\$10,042,194.49
Total Expenses	\$ 1,075,364.23

In spite of several lengthy medical leaves of staff members in 2008, our agency actually increased the collections on our IV-D cases in 2008 by 0.88%. We improved our cost effectiveness ratio to collect \$10.00 for every \$1.00 spent.

PROGRAM DIRECTION

Major goals for the Jefferson County Child Support program remain focused on our day to day efforts to increase our collections of current support and arrearages, establish paternity and attempt to have a court order and health insurance order for every case we must open. To that end we make use of innumerable reports provided by the state office to eliminate duplications of effort that do not support increased productivity.

Our web page is maintained by one of our staff members. We regularly review the materials to add new features that will make our services more widely known to consumers. Case participants can easily access the numbers they need to call to receive information from the Wisconsin Support Collections Trust Fund or the Wisconsin Child Support website.

We expect to continue to refine the uses of our scanning project. We are satisfied with our plan to only go forward from the date we began scanning. We do not have the time or money to do any retroactive scanning. Even so, we can see that there is a cost savings to the program when we reduce the time it takes to maintain new paper files. Although we are still manually pulling files for court, we are able to go to the scanner to find recent orders and correspondence.

In spite of our redoubled efforts to reduce the number of cases that receive no payments, this problem continues to be a major hurdle in realizing our performance numbers. We continue to be faced with the growing number of workers in our caseload who work in the cash economy or work under aliases and may not be subject to the automatic income withholding provisions of the state statutes. Additionally, there appears to be an increasing number of payers who have periods of incarceration or have pending claims for disability. Although the requisite conditions for case closure have been expanded by state policy changes in some instances, we have too many open cases where we cannot locate or get payments from the child support payers. We have no remedy to blunt the effect of case parties who cannot be found or will not cooperate to get interim orders while these conditions of no pay are pending.

An important part of our program planning for improvements of the Jefferson County Child Support Agency includes our participation in the statewide activities that affect us. We have had to limit the number of the Jefferson County staff who can participate as members of the Bureau of Child Support work groups more recently. We do, however, maintain a presence in those groups that directly affect our performance. Any changes made by those groups that address financial records examination, improvements to the

KIDS system and development of new legal documents demand a presence if we want to stay ahead of the curve. Some individual team members with specific expertise are asked to participate on ad hoc special interest committees that have short-term commitments to develop a change or modification of the program.

The child support supervisor is active as a board member for our state organization, the Wisconsin Child Support Enforcement Association. She is also a member of the Policy Advisory Committee to the Department. Her attendance at Contract and Budget Committee meetings helps us stay informed and responsive to future planning that affects county operations.

With the many challenges of funding cuts and budget shortfalls from federal, state and county program funding it is a certainty that we must continue our efforts to look for ways to reorganize and restructure certain program tasks and functions between the state and counties and between counties themselves to gain new efficiencies. The KIDS system badly needs to be updated to the standards of the 21st century. One of our financial specialists has been invited onto the KIDS Document Business Process Reengineering Project and is contributing her expertise in current procedures and requirements as they develop the reengineered processes.

Given the downward trend in employment and the general state of our economy at this writing, the Jefferson County Child Support Agency is renewing efforts to provide more accessible service to participants. We are promoting the use of pro se forms and have recently installed a terminal in our waiting room where case participants may access the forms and information about their payments. We are offering more appointment times to assist parties in completing forms for change of orders quickly to minimize the financial impact of job loss or new hire.

If there is any funding made available to the counties as a result of the passage of ARRA 2009, we are still hopeful that we can have wireless capability for our laptop computers. This would be a giant step forward in our capabilities to access vital case information in the hearing rooms and the hallways and waiting room. Wireless access would assist us to work out agreements with case participants or advise the court of case information without the inconvenience of relying on batteries or finding an outlet.

We will continue to expand the program which seeks to have insurance on all children to the extent possible. With the growing dependence on Badger Care Plus, the state provided health insurance, it is more important than ever to enforce the use of private health insurance whenever it is available to parents at a reasonable cost.

We expect to continue the forward looking, budget conscious operation that we are very proud of in Jefferson County. Our children are our future and the staff of the Jefferson County Child Support Agency is committed, with your support and help, to sustain our best efforts to ensure their bright future.

Jefferson County Child Support Division - Collection Comparison Report 2008

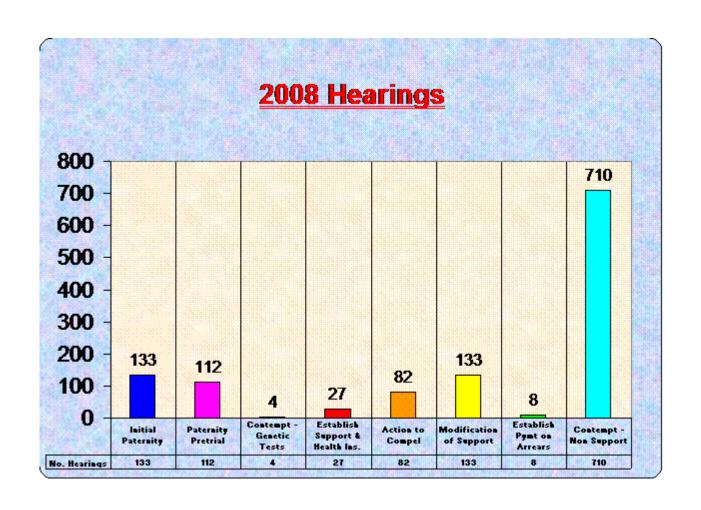
Month		2008 Current Month Collections	2007 Same Month Last Year Collections	2008 No. # of Cases In CSD	2008 Average \$ Per Case Collections	% Change from Same Month Last Year
2008 January		Conections	Collections	III CSD	Conections	i eai
	CSD Collections Tax Intercepts Totals	\$775,805.70 \$2,520.88 \$778,326.58	\$757,175.07 \$6,680.12 \$763,855.19	3,909	\$195.41	1.89%
February						
	CSD Collections Tax Intercepts Totals	\$738,307.38 \$96,908.25 \$835,215.63	\$716,358.72 \$98,613.13 \$814,971.85	3,907	\$213.77	2.48%
March	Totals	ψ033,213.03	ψ014, <i>91</i> 1.05			
	CSD Collections Tax Intercepts Totals	\$791,338.73 \$189,637.44 \$980,976.17	\$810,584.18 \$127,679.03 \$938,263.21	3,914	\$250.63	4.55%
April	Totals	ψ500,570.17	ψ550,205.21			
	CSD Collections Tax Intercepts Totals	\$751,559.24 \$133,181.48 \$884,740.72	\$753,318.71 \$101,887.56 \$855,206.27	3,916	\$225.93	3.45%
Мау		φοσ :,: :σ:: <u>=</u>	4000,200.2 .			
	CSD Collections Tax Intercepts Totals	\$777,558.50 \$126,526.18 \$904,084.68	\$775,746.55 \$123,393.08 \$899,139.63	3,873	\$233.43	0.55%
June	Totalo	φοσ 1,00 1.00	φοσο, 100.00			
	CSD Collections Tax Intercepts Totals	\$761,752.63 \$115,101.95 \$876,854.58	\$797,573.44 \$57,127.47 \$854,700.91	3,867	\$226.75	2.59%
July		. ,	. ,			
	CSD Collections Tax Intercepts Totals	\$762,288.44 \$78,975.56 \$841,264.00	\$800,441.79 \$10,691.74 \$811,133.53	3,853	\$218.34	3.71%
August						
	CSD Collections Tax Intercepts Totals	\$758,325.14 \$57,821.93 \$816,147.07	\$804,183.79 \$27,952.00 \$832,135.79	3,845	\$212.26	-1.92%
September						
	CSD Collections Tax Intercepts Totals	\$776,282.48 \$32,086.95 \$808,369.43	\$749,487.45 \$14,465.46 \$763,952.91	3,840	\$210.51	5.81%
October						
	CSD Collections Tax Intercepts	\$760,982.31 \$21,018.15	\$803,210.73 \$14,613.88	3,822	\$204.61	-4.38%

	Totals	\$782,000.46	\$817,824.61				
November							
	CSD Collections Tax Intercepts Totals	\$702,639.20 \$15,986.65 \$718,625.85	\$792,977.50 \$25,421.06 \$818,398.56	3,809	\$188.67	-12.19%	
December							
	CSD Collections Tax Intercepts Totals	\$784,059.31 \$31,530.01 \$815,589.32	\$776,729.08 \$8,446.80 \$785,175.88	3,815	\$213.78	3.87%	

2008 Collection YTD	2007 Collections Same Months	Amount of Change "07" to "08"	% Chang e "07" to "08"
\$10,042,194	\$9,954,758.3		
.49	4	\$87,436.15	0.88%

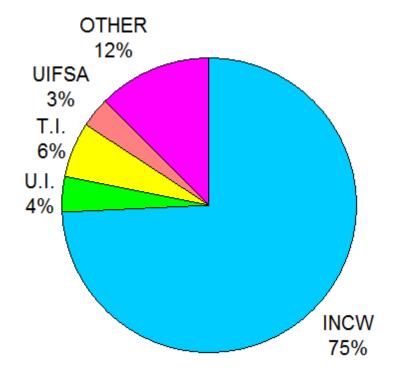
Child Support Hearings in 2008

Туре	No. Hearings
Initial Paternity	133
Paternity Pretrial	112
Contempt - Genetic Tests	4
Establish Support & Health Ins.	27
Action to Compel	82
Modification of Support	133
Establish Pymt on Arrears	8
Contempt - Non Support	710
TOTAL IV-D HEARINGS	1209



2008 Child Support Collections

(IV-D and NIVD)



Total Collections			
Income Withholding	INCW	\$	10,553,591.84
Unemployment	U.I.		522,384.49
Tax Intercept	T.I.		901,295.43
Other States	UIFSA		460,693.58
Other Sources	OTHER		1,776,052.10
Totals		\$	14,214,017.44

